

# CITY OF MILWAUKIE

## CLASSIFICATION: INFORMATION TECHNOLOGY ANALYST I

Department: Information Technology (IT)  
Location: Public Safety Building

Grade Number: 62  
Union: AFSCME

FLSA: Non – exempt  
EEO Category: 3 – Technician

### DESCRIPTION:

The Information Technology Analyst I performs a variety of technical tasks related to the installation, maintenance and management of information technology hardware and software. This position diagnoses and resolves computer hardware and software problems, which include the Microsoft operating systems and the Microsoft office products, and escalates problems, when necessary, to the appropriate personnel or vendor. The primary function of this position is to provide Help Desk ticket management, resolution and closure. This position reports to the IT Director, however the position may receive some daily task direction from the IT Analyst II. This position is distinct from the IT Analyst II position, in that the problems are more user operating system issues of less complex nature.

### DUTIES AND RESPONSIBILITIES:

*(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks that an employee may be expected to perform.)*

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assists in the evaluation, installation, configuration and maintenance of system hardware and software; including operating systems application and database installations and system upgrades.
2. Designs and documents hardware and software installation processes for IT staff.
3. Evaluates and documents user requirements and issues to be resolved.
4. Provides technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques.
5. Investigates system functionality issues reported by users; troubleshoots and resolves production problems. Escalates issues to senior staff for resolution as appropriate.
6. Diagnoses and resolves computer hardware and software problems.
7. Analyses system problems and develops feasible solutions in accordance with computer industry best practices whenever possible. Documents computer system specifications for proposed solutions to known problems or new capabilities needed.
8. Creates flow charts from general program specifications.
9. Investigates and resolves production problems.
10. Prepares systems and end user training materials; provides informal system training for users.
11. Distributes information regarding system changes or enhancements.
12. Performs systems administration tasks including establishing and maintaining user accounts for the network, Internet e-mail, business-specific software applications.,
13. Coordinates and participates in maintenance and repair with information systems staff, vendors and partner agencies.
14. Responds to public requests for information from City's websites and databases.
15. Performs database administration duties; assists in planning, designing and implementing and troubleshooting databases; maintains database security and user access.
16. Reviews and participates in the evaluation of new software and tools and provides documented assessment results.
17. Maintains positive public relations with customers and is responsive to customer needs.
18. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
19. Performs other duties as required.

**JOB SPECIFICATIONS:**

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

**1. Job Preparation:**

a) **Education:**

- i) Associate's degree in computer science or a related field from an accredited college or university; or
- ii) Any equivalent combination of education and experience.

b) **Training:**

- i) One or more of the following certifications is preferred: Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP), or related training.

**2. Prior Experience:**

a) **Work Experience:**

- i) Requires at least two (2) years of experience in a help desk or desktop role or
- ii) Any equivalent combination of education and experience.

b) **Necessary Knowledge, Skills and Abilities**

- i) In-depth knowledge of installation and administration of Microsoft operating systems for workstations, administration of user accounts, groups, roaming profiles, shared resources, permissions, and the Microsoft Office Professional Suite.
- ii) Knowledge of Backup Exec, Exchange Server, Microsoft Internet Information Server, SQL Server, Active Directory, DHCP, WINS, DNS and other email and network related software.
- iii) Knowledge of networking systems, architectures, and protocols used on Microsoft and Windows operating systems including TCP/IP.
- iv) Knowledge of security protocols for computer information systems and telecommunication systems.,
- v) Familiarity with data processing hardware, software and telecommunications used in City departments and outside agencies.
- vi) Familiarity with VOIP telephone, servers, workstations, laptops, modems, projectors, routers, switches, hubs, and DSU/CSU.
- vii) Ability to communicate complex technical information to both subject matter experts and users in a professional and understandable manner.
- viii) Knowledge of troubleshooting, analytical, and problem solving techniques to resolve issues.
- ix) Ability to prepare and analyze technical reports.
- x) Demonstrated ability to establish and maintain effective working relationships.
- xi) Ability to work as a team member.
- xii) Ability to perform the essential functions of the job.

**3. Special Requirements:**

- a) Must possess, or be able to obtain by time of hire, a valid Oregon or Washington State Driver's License.
- b) Must be able to pass City's security clearance standards, including review of driving record.

**4. Tools and Equipment Used:**

- a) Computers and printers, fax machines and copy machines; Computer software including Microsoft based word-processing, spreadsheet, and data base and telephones.

**5. Supervision:**

- a) This is not a supervisor position.
- b) Works under the general direction of the IT Director. May receive direction from a senior level analyst.

**6. Communications:**

- a) Requires frequent communication with others to solve technical problems and translate technical information.
- b) Frequent complex and confidential communication with vendors.

**7. Cognitive Functions:**

- a) Work is performed often with tight deadlines.
- b) Incumbent will have significant control over performance of the work.
- c) Guidelines consist of city codes and regulations, departmental policies and procedures, user system specifications and technical standards and manuals.

**8. Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Work is performed mostly in office settings with extensive computer workstation inflexibility. Frequent travel between City locations is required.
- b) Occasionally required to access awkward or small crawl spaces to reach computer terminals etc.
- c) Frequently must utilize small hand tools in awkward hard to reach locations.
- d) Lift up to 50 pounds.
- e) Frequently must look at and access information from video display terminal.
- f) Occasional evening and weekend work to maintain operating systems.
- g) Frequent interruptions while working on technical information. Must adapt with minimal or no advance notice to changes in priorities.

**9. Resource Accountability:**

- a) May make budgetary recommendations and partially accountable for control of limited capital assets.
- b) May make recommendations concerning software and hardware purchases.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted:

Adopted: 07/05/01

Revised: 11/30/04

Revised: 06/15/07

Revised 6/22/15